



PROVIDER ALERT

Alert # 13 -2007-10-10 HCAL, HCYA, HCBK, HCCH, HCNE, HCCMP, HCNC

Reporting of Significant Member Incidents for Residential Treatment Facilities

A Significant Member Incident (SMI), Unusual Incident Report (UIR) or sentinel event is an unexpected and undesirable outcome that has an adverse impact on the outcome of care. Identifying and monitoring Significant Member Incidents is part of Quality Improvement Activities, which Community Care performs as part of provider benchmarking. Significant Member Incidents that are considered serious are contained in the provider benchmarking review for recredentialing purposes. This process is a part of provider benchmarking and includes monitoring provider standards of practice as well as their timely response in addressing incidents identified.

Significant Member Incidents as defined by Community Care include but are not limited to:

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| RTF to Inpatient | Serious/potentially serious fire (on site) |
| Death of a member | Member injury due to restraint/seclusion |
| Potentially lethal suicide attempt | Violation of Confidentiality |
| Apparent homicide by member | Staff Assault |
| Apparent serious physical/sexual assault by member | Elopement while on Therapeutic Leave/Pass |
| Injury or illness at provider site requiring hospitalization | Consensual sexual contact between peers |
| Sexual/physical abuse allegation by member against provider | Elopement from Facility |
| Sexual/physical assault or neglect incurred by member | Juvenile Detention Placement |
| Arrest | Police Involvement (no arrest) |
| Failure to follow mandated Childline reporting requirements | |
| Serious/adverse effect of medication requiring medical intervention | |
| Injury or illness while on provider site requiring medical attention | |

Incidents must be reported to Community care within 24 hours of the incident occurring or within 24 hours of the provider learning of the incident.

Providers may report Significant Member Incidents the following ways:

- Calling the Community Care Provider Line at 1-888-251-2224
- Calling your individual Care manager at Community Care.
- Faxing a written report to Community Care.

Although incidents can be reported by calling Community Care, we may also request a written report containing member identifying information, provider contact information, detailed description of the incident and the expected follow up steps that were and/or will be taken including expected resolution date.

To avoid unnecessary duplication of reports providers may submit the written report on their provider-created incident report form, the Community Care Unusual Incident Report form or by any other form that contains information on the incident. Providers may print the incident reporting screen completed in the HCSIS (Home and Community Services Information System). Please be aware that incident reporting categories may differ in the forms but providers are still required to submit reports on incidents as outlined above.

For more information about the Significant Member Incidents, please refer to the Community Care website at www.ccbh.com. This website contains the Community care Provider Manual, the latest Provider Alerts and informational articles.